

# Hospitality & Food Service Career Pathway

MISSOURI ECONOMIC RESEARCH & INFORMATION CENTER  
MISSOURI DEPARTMENT OF HIGHER EDUCATION  
& WORKFORCE DEVELOPMENT  
MARCH 2021

## What are Career Pathways?

Career Pathways are groups of occupations within a career field. Occupations within a pathway share common skills, knowledge, and interests. The pathways use industry recognized credentials and are examples of how different levels of training or education can help provide opportunities for career advancement.

### Missouri Numbers:

-  **15,195 Employers**
-  **308,646 Workers**
-  **\$28,478 Average Wage**

### Why Have a Career in Hospitality?

Hospitality and Food Service represents 12.9 percent of total private sector employment, employing over 300,000 workers in more than 15,000 businesses in 2019. Employment grew an average of 1.5 percent per year from 2014 to 2019. Hospitality and Food Service industry wages averaged \$28,478 in 2019. While overall this is lower than the state average of \$51,139 for all industries due to the large number of entry-level jobs in this industry, some occupations that can be obtained with on-the-job experience have higher pay. For example, average wages for a Food Service Manager are \$53,390, and average wages for Lodging Managers are \$54,000. The Hospitality and Food Service industry is projected to grow seven percent from 2018 to 2028, adding over 25,000 new jobs over the 10-year period.

There are a variety of careers in the Hospitality and Food Service fields of Administrative & Support Services, Sales & Marketing, Food Service, and Entertainment.

### Know the Basics

Hospitality and Food Service depends on the ability to deliver products and services to customers in a timely and courteous manner so dependability and the ability to adapt and be flexible is necessary. Soft skills, such as interpersonal skills, professionalism, and dependability, are important in all industries and occupations, and especially in customer service occupations found in the Hospitality and Food Service industry. The ability to communicate with customers and co-workers is crucial for success in this industry.

### Skills needed for Success:

In addition, Food Service and Hospitality has a set of industry-wide technical competencies that represent the knowledge and skills necessary to be successful in this industry. Quality assurance and cost control, marketing, sales, and knowledge of operations and procedures are some of the skills that may be necessary for success.

### Who's Hiring in Missouri?

**McDonald's**  
**Panera Bread**  
**Marriott International inc.**  
**Arby's**  
**Compass Group**



## Administration & Support Services

### Later

#### Bachelor's Degree or Advanced Degree

**Accountants and Auditors**  
Entry: \$49,030 Average: \$69,160

**Administrative Services Managers**  
Entry: \$67,530 Average: \$92,640

**Human Resources Specialists**  
Entry: \$44,340 Average: \$63,750

**Degrees:** Accounting, Finance, Business Administration & Management, Human Resources Management

## Sales & Marketing

**Market Research Analysts & Marketing Specialists**  
Entry: \$40,500 Average: \$63,190

**Sales Managers**  
Entry: \$84,800 Average: \$135,360

**Public Relations Specialists**  
Entry: \$73,920 Average: \$105,760

**Degrees:** Marketing, Business Administration and Management, Business/Commerce, Public Relations

### Next

#### Certificate, Associate Degree, Apprenticeship, Moderate- to Long- Term On-the-Job Training

**Bookkeeping, Accounting, and Auditing Clerks**  
Entry: \$31,420 Average: \$39,890

**Lodging Managers**  
Entry: \$30,170 Average: \$54,000

**First-line Suprv. of Housekeeping & Janitorial**  
Entry: \$29,890 Average: \$40,610

**Degrees:** Accounting Technology/Technician and Bookkeeping, Hospitality Administration/Management  
**Certificates:** QuickBooks

**First-line Supervisor of Retail Sales Workers**  
Entry: \$31,740 Average: \$43,630

**First-line Supervisor of Non-Retail Sales Workers**  
Entry: \$56,190 Average: \$81,000

**Degrees:** General Merchandising, Sales, and Related Marketing Operations  
**Certificates:** Retailing and Retail Operations

### Now

#### Short-Term On-the-Job Training

**Hotel, Motel, and Resort Desk Clerks**  
Entry: \$19,190 Average: \$23,310

**Janitors and Cleaners**  
Entry: \$21,580 Average: \$28,140

**Landscaping and Groundskeeping Workers**  
Entry: \$23,890 Average: \$32,240

**Certificates:** Landscape Architect, Business Administration Certificates

**Customer Service Representatives**  
Entry: \$27,820 Average: \$35,910

**Advertising Sales Agents**  
Entry: \$27,500 Average: \$49,340

**Merchandise Displayers and Window Trimmers**  
Entry: \$23,960 Average: \$30,910

**Certificates:** Retailing and Retail Operations, Business Administration Certificates

### Sources:

Burning Glass Technologies Labor/Insight™ tool  
Employment and Training Administration, Competency Model Clearinghouse  
2019 Occupational Employment Survey Wage data, U.S. Bureau of Labor Statistics  
Quarterly Census of Employment and Wages, U.S. Bureau of Labor Statistics  
Top employers data is based on 2020 online job ads



## Food Service

### Later

#### Bachelor's Degree or Advanced Degree

### Next

#### Certificate, Associate Degree, Apprenticeship, Moderate- to Long- Term On-the-Job Training

### Now

#### Short-Term On-the-Job Training

**General and Operations Managers**  
Entry: \$53,390 Average: \$101,110

**Degrees:** Business Administration & Management

**Cooks, Restaurant**  
Entry: \$20,380 Average: \$25,180

**Bakers**  
Entry: \$20,670 Average: \$25,660

**Food Service Managers**  
Entry: \$34,570 Average: \$53,390

**Degrees:** Restaurant, Culinary, and Catering Management/Manager  
**Certificates:** Certified Pastry Culinarian (CPC), Certified Baker, ServSafe Food Protection Manager Certification

## Entertainment

**Coaches and Scouts**  
Entry: \$18,840 Average: \$42,130

**Museum Technicians and Conservators**  
Entry: \$32,220 Average: \$41,350

**Multimedia Artists and Animators**  
Entry: \$42,990 Average: \$59,930

**Degrees:** Graphic Design, Art History, Sport and Fitness Administration/Management, Physical Education Teaching and Coaching

**Craft Artists**  
Entry: \$24,180 Average: \$27,560

**Umpires, Referees, and other Sports Officials**  
Entry: \$19,030 Average: \$33,560

**Photographers**  
Entry: \$20,810 Average: \$36,470

**Degrees:** Drama and Dramatics/Theatre Arts, Photography  
**Certificates:** Digital Arts, Timekeeper, Marital Arts Judge, Boxing Referee

**Cooks, Fast Food**  
Entry: \$18,190 Average: \$20,800

**Waiters and Waitresses**  
Entry: \$17,900 Average: \$21,420

**Bartenders**  
Entry: \$18,360 Average: \$26,480

**Certificates:** ServSafe Alcohol, ServSafe Food Handler, Certified Restaurant Server

**Amusement and Recreation Attendants**  
Entry: \$18,190 Average: \$21,520

**Ushers, Lobby Attendants, and Ticket Takers**  
Entry: \$18,320 Average: \$22,120

**Gaming Dealers**  
Entry: \$17,860 Average: \$29,090

**Certificates:** Gaming Dealer License

#### Sources:

Burning Glass Technologies Labor/Insight™ tool

Employment and Training Administration, Competency Model Clearinghouse

2019 Occupational Employment Survey Wage data, U.S. Bureau of Labor

Statistics Quarterly Census of Employment and Wages, U.S. Bureau of Labor

Statistics Top employers data is based on 2020 online job ads

This workforce product was funded by a grant awarded by the U.S. Department of Labor, Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.